

One-Start Development Review Center

Overview: The One-Start Center was created to minimize City review processing time and to help facilitate business needs. The Center is staffed full time to help you find the proper location for your business or to help with small business loans. The One-Start Center also offers preliminary review services by appointment to help determine feasibility of projects and facilitate design completion. The Center is equipped to conduct coordinated project review meetings to help expedite the plan review process and allow businesses to move quickly through the development review process.

To set up an appointment to meet with staff on your project, please call (408) 277-4000.

Location: City Hall, Room 106
801 North First Street, San José

Space: One large conference room (capacity = 20)
One small conference room (capacity = 5)
Three hotel offices

Amenities: Phones, conference phone, fax, printer, PC computers with permitting software installed, Internet connection, large plasma screen for group viewing, large open wall space to hang plans/blueprints/renderings, network connections for laptops and LCD projectors

Staffing: The One-Start Center will be staffed by at least one live person at all times during regular City Hall business hours (8 a.m. – 5 p.m.) to assist or direct individuals with permit process questions. Back-up from Customer Service Call Center staff, located directly outside the One-Start Center.

Background:

The Mayor's *Getting Families Back to Work Forum* identified a need to establish an integrated preliminary review function to facilitate attracting business to relocate or remain in San José. An existing conference room on the first floor of City Hall proved to be an ideal space that could be remodeled at a very minimal cost to facilitate this function.

The two primary functions to be offered in the One-Start Center are preliminary review and integrated expedited project review services. Preliminary review services will be offered by the Office of Economic Development, San Jose Redevelopment Agency, PBCE, Fire, and Public Works to determine feasibility of projects, (development costs, allowable uses, building and fire code restrictions and available economic incentive packages). The One-Start Center is also used to conduct project review meetings for the Special Tenant Improvement program and other integrated expedited project review processing that allows businesses to move quickly through the development review process.

The One-Start Center is a prototype of the service delivery model that will be the standard at the new City Hall.

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